

SPONTANEOUS VOLUNTEER PLANNING AND MANAGEMENT

Kathleen Conley, M.Ed., LMHC
Emergency Preparedness Program Coordinator
San Joaquin County Public Health Services
kconley@sjcphs.org



They're Coming!

We Better Prepare....Now!

- Welcome
- Introductions and Housekeeping
- Pre and post-workshop questionnaires
- Evaluations

Overview

- During disasters, large numbers of people unaffiliated with traditional emergency response organizations converge at the scene to offer assistance.
- Spontaneous volunteers can be a significant resource, but are often ineffectively used and can actually hinder emergency activities by creating health, safety, and security problems and distracting responders from their duties.

Overview

- The challenge is to capitalize on the outpouring of volunteer resources while ensuring safety and responders' ability to effectively perform tasks within the established incident command system.
- Systems-based approaches to planning for spontaneous volunteer management in disasters have been developed that are informed by public health practice.

Assumptions

- When disaster strikes a community, trained and affiliated emergency management and nonprofit organizations automatically respond according to pre-established plans.
- Each of these organizations has a specific role to play in ensuring an effective response to, and recovery from, the disaster's devastation.

Assumptions

- Spontaneous, unaffiliated volunteers – our neighbors and ordinary citizens – often arrive on-site at a disaster ready to help.
- Yet because they are not associated with any part of the existing emergency management response system, their offers of help are often under-utilized and even problematic to professional responders.



Objectives

(Participants)

- Orient participants to the roles, responsibilities, resources and management of Spontaneous Volunteers in the aftermath of a large-scale emergency or disaster event.
- Provide workshop participants with the tools to determine their capacity to recruit, receive, screen, credential, train, deploy, supervise and de-mobilize spontaneous volunteers.



Objectives

(Community Response)

- Minimize response and recovery costs to the community.
- Minimize disruption to first responders by spontaneous unaffiliated and non-coordinated affiliated volunteers.
- Ensure the safety of volunteers, responders, and the community.

What's the Bridge?

We want to build our organizational and community capacity, “the bridge,” to prevent, prepare, respond and recover from all-hazards emergencies or disasters.

Decision Matrix

1

- Are volunteers your responsibility?

2

- What do you have in place today?

3

- What do you need to plan and exercise to have a robust VMS?

Terminology

Spontaneous Volunteer

- Affiliated Volunteer
- Unaffiliated Volunteer (SUV)

Volunteer Management System (VMS)

- The organizational, operational and integrated methodology to manage volunteers.

Volunteer Reception Center (VRC)

- The site/facility where Spontaneous Volunteers will report for screening and deployment.

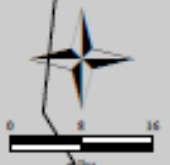
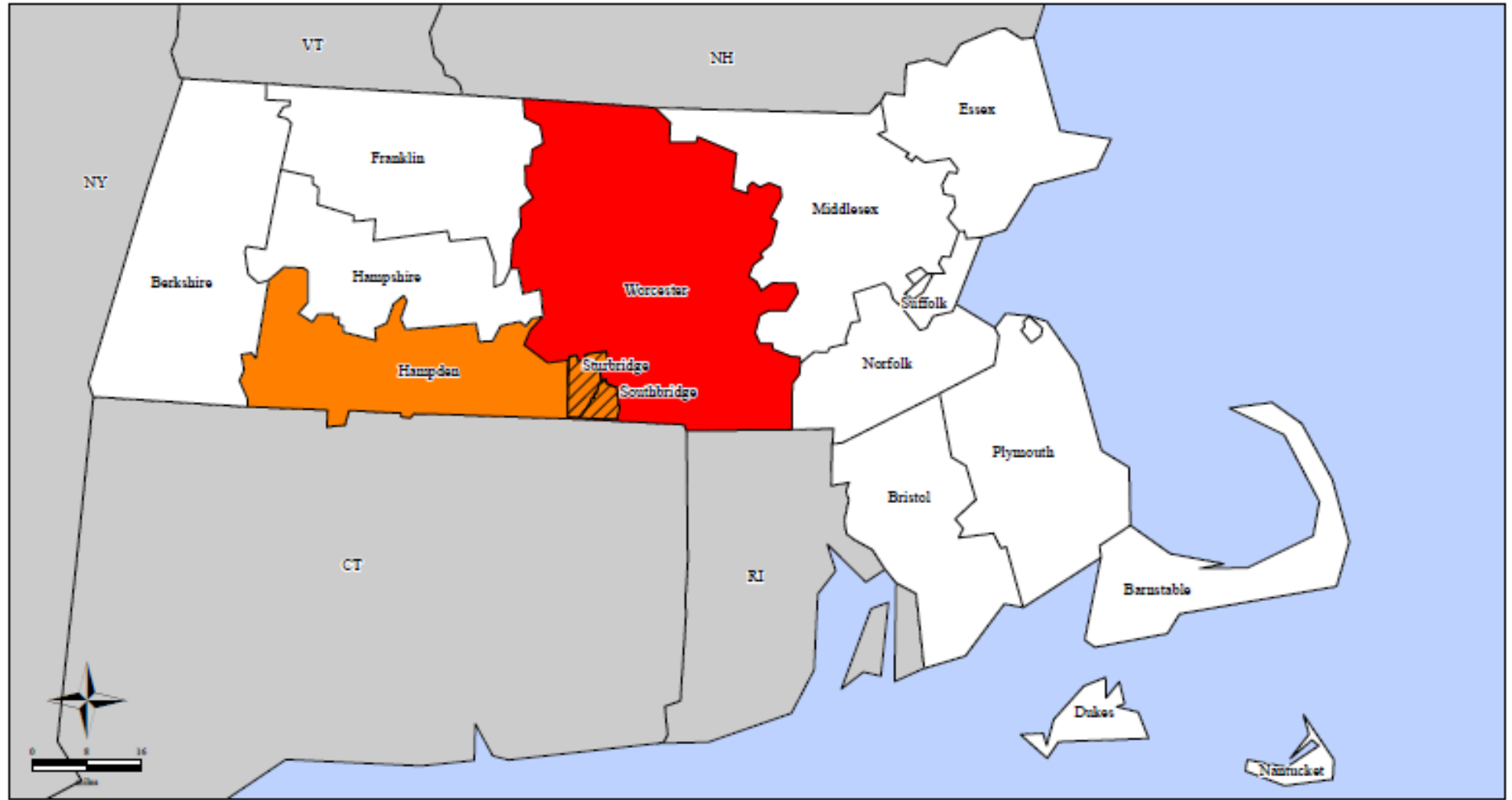


**A TALE OF TWO CITIES
AND A SMALL TOWN**

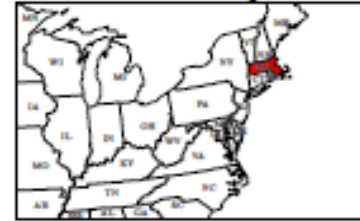
Case Study – Hampden County Tornadoes EF 3-4

- June 1, 2011 Hampden County Tornadoes
- EF 3-4, 39 mile path, west to east
- 1 Hour 10 minutes on the ground
- Killed three people, injured 300 people in Springfield alone
- 500 people homeless in Springfield's [MassMutual Center](#) arena. Hundreds of homes destroyed.
- More than 48,000 electricity customers lost power.
- Over \$150 million in damages
- 2 -3 year recovery

FEMA-1994-DR, Massachusetts Disaster Declaration as of 07/21/2011



Location Map



Legend

Designated Counties		Designated Towns	
	No Designation		Individual Assistance and Public Assistance
	Individual Assistance		
	Individual Assistance and Public Assistance		

All counties in the Commonwealth of Massachusetts are eligible to apply for assistance under the Hazard Mitigation Grant Program.



*FIS Mapping & Analysis Center
Washington, DC
07/22/11 -- 15:58 PM EST*

*Source: Disaster Federal Registry Notice
Amendment No. 1: 07/21/2011*



www.firstchurchmonson.org



Three Communities

Three Responses

- No plans for Spontaneous Volunteer Management
- Existing volunteer infrastructure included: ARC, MRC, CERT and Salvation Army
- What worked? What didn't work?
- AARs and IPs

Summary

- Define your challenges
 - Use the pre and post workshop questionnaire as a guide
 - Follow the PHEP capabilities
- Set realistic expectations
 - Assessment, Implementation and Exercising are complex processes.
- Keep your eye on the goal
 - Building your organizational and community capacity to prevent, prepare, respond and recover from all-hazards emergencies or disasters.

Resources

- [FEMA Spontaneous Volunteer Management](#)
- Marin Sheriff [Spontaneous Volunteer Management](#)
- Volunteer Fairfax [VRC Video](#)
- [Volunteer Video JITT](#) Columbia, Missouri
- Western Mass Medical Reserve Corps
wmmrc.org

Questions?



Bridges





Contact Information

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209 468-9361